

 VALVOTUBI IND.	DOCUMENTI	Allegato 1 Al par. 5.2 MdQ
	QUALITY POLICY	Rev. 04
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VALVOTUBI IND. S.R.L. born in 1976 at will and intuition of Mr. Reggiani Giuseppe and his son Massimo with the aim to establish in Ravenna a company for the sale of valves, flanges and joints made of steel and iron, for aqueducts and industry.

The company takes pride in their forty years of experience and knowledge, in the field, as well as a very big range of customers all over the world.

VALVOTUBI IND. S.R.L. target is to provide an high quality, professional and efficient service to ensure the satisfaction of all the requirements of our customers. This achievement will result in securing efficiency, a strong customer focus and enhancement of long-term sustainability and profitability within the Organization.

The Management Team will show leadership and commitment, and bear the responsibility for establishing, implementing, integrating and maintaining the Quality System with the scope of develop and manufacture valves and accessories for waterworks and petrol-chemicals.

To maintain and enjoy the loyalty of customers and to obtain new one's **VALVOTUBI IND. S.R.L.** believe primary, to properly guess customer's needs and satisfy with the best duty as possible.

To achieve to his own mission, **VALVOTUBI IND. S.R.L.**, means:

- The Organization has a Policy of promoting continual improvement and setting of Quality objectives, in line with the framework, laid down within ISO 9001:2015 Standard.
- These objectives will address the risks and opportunities within the Organization as determined by Top Management
- Focus all business on customers' needs, in order to better and quickly satisfy, so that to maintain a place in the top position of the markets' leaders
- To ensure an high satisfaction level of all employees, through the searching of the best integrity and sense of responsibility
- To support employees and the Management Team to achieve aptitudes, interests and develop technical and organizational knowledge.

To reach is own goal **VALVOTUBI IND. S.R.L.** does it's best to:

- Supply to the customers, products and services that meet all cogent and high quality requirements, to demonstrate frankness and reliability and to ensure quality products at a very convenient prices, through the analysis and price control
- Promote a good co-operation with the suppliers, in order to decide products performances and features and to supply the right support, for the understanding and definition of customer requirements.
- Through direction and support, each employee will have a proper understanding of the importance of the Quality System function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Organization
- Equally, every employee is responsible for, and will be trained to perform the duties required by his or her specific role.
- Ownership, to promote the development of the Organization, to ensure the right profitability, financial resources, essential fundamentals, for the success of the Quality Policy and to satisfy the customers' needs, to permit the loyalty during the years and to find new ones.

Shown below pronunciation of the Quality Policy: **VALVOTUBI IND. S.R.L.'s** mission is to ensure the best customers' satisfaction through the supply of products and services in the field of aqueducts and industry.

In order to search and maintain a very interesting place on the market and to reach the satisfaction and the customers' loyalty **VALVOTUBI IND. S.R.L.** does it's best endlessly to:

- Develop service procedure, think and fulfill customers' needs, bring forward expectations and provide solutions to create a added value for the customer;
- Speed up, products and services, supply by the implementation of advanced and reliable technical instruments, making the Organization more efficient, using all necessary potentiality.

Approvato/Autorizzato:

La Direzione Generale
Massimo Reggiani